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Time Warner Cable Business Class Phone User Guide

TIME WARNER CABLE Business Class®

You first. The technology follows.™

Features of Business Class Phone

Caller ID

When you receive a call, the name and telephone number of the person calling you is shown on your Caller ID display screen.

To use Caller ID:

1. When you receive a call, wait until your telephone completes the first ring.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your caller ID display screen.

Notes: Caller ID requires the lease or purchase of a display telephone or an add-on display unit.

If a letter 'P' or 'Private' appears on your display after the first ring, the caller may have blocked the display of their name and number.

If "unknown name," "unknown number," "out of area" or "O" appears, the caller is in an area that does not support caller ID services.

To block your information from appearing on a recipient's caller ID:

If you have a publicly listed name and number, you may make a call without identifying yourself by pressing *** 6 7** before placing your call.

To allow your information to appear on a recipient's caller ID:

If you have a private or unlisted name and number, you may still wish to reveal your identity to a recipient who blocks anonymous calls. To allow your information to appear on the recipient's telephone, press *** 8 2** before placing your call.

Anonymous Call Reject

Anonymous Call Reject allows you to block unwanted calls from callers who restrict sending their Caller ID information.

To activate Anonymous Call Reject:

Dial *** 7 7** to activate and wait for the confirmation tone. All unidentified calls will then be rejected.

To deactivate Anonymous Call Reject:

Dial *** 8 7** to deactivate this feature.

*Note: voicemail subscribers who activate this feature along with Caller ID Block (*67) must use their voicemail access numbers, rather than their telephone numbers, to access the voicemail system from your business.*

Call Waiting

A special tone alerts you to another incoming call if you are already using your phone. The caller will hear normal ringing.

To answer a waiting call:

When you are on the phone, a special tone tells you a second call is waiting. Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

To alternate between callers:

Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up the phone.
2. Your phone will ring.
3. When you answer, you will be connected with the remaining caller.

To deactivate Call Waiting:

1. You may wish not to be interrupted during a call. To do this, you will need to deactivate Call Waiting.
2. Press *** 7 0** before placing your call.
3. When you hang up, Call Waiting will automatically reactivate for succeeding calls.

Call Waiting ID

Call Waiting ID lets you see who is calling, even when you are on another call. A special tone alerts you to a waiting call, while the Caller ID display unit shows you who is calling.

Caller ID via AIM

Caller ID via AIM allows caller ID information to display on every incoming call in an AOL Instant Messenger (AIM) window to the registered screen name for the BCP telephone number. **AIM must be active to receive the information.**

1. When a call is received, wait until the first ring is completed.
2. The calling name and number information will be sent as an instant message automatically when the Screen Name is active.
3. Special designations will show as they do with standard caller ID displays:
   a. PRIVATE or ANONYMOUS means the caller doesn't want to be known in advance, and has blocked your Caller ID.
   b. UNKNOWN, OUT OF AREA or UNAVAILABLE means the caller's area or phone system doesn't support Caller ID.
   c. PAYPHONE means the caller is using a pay telephone.
4. The format of the message will be: TWC Caller ID: [Name],[City],[State], [Number] is calling My BCP line.

   Note that special designations will display instead of Name, City, State, and Number when appropriate.

Speed Dial

To program Speed Dial numbers:

1. Press *** 7 4,** then listen for the stutter tone.
2. Choose a digit from 2 to 9.

3. Enter the 10-digit number (dialing “1” first whenever it applies) that will be speed dialed and wait for the confirmation tone.

To make calls using programmed Speed Dial numbers:

Press the chosen digit, followed by the # key and the system will speed dial the telephone number entered for the chosen digit.

Call Forwarding

To activate Call Forwarding:

1. Press *** 7 2.**
2. Listen for three short beeps and then a dial tone; enter the 10-digit number of the phone to which you want to forward your calls, and wait for the confirmation tone.

   After the confirmation tone, the system will automatically place a courtesy call to the forward-to number. If the forwarded-to party answers the courtesy call, the feature is activated.

   If the forward-to line is busy or there is no answer to the courtesy call, you can still activate Call Forwarding by repeating the activation procedure within two minutes of the first attempt.

   You will hear an error message if the forward-to number is invalid.

   IMPORTANT: You must remember to deactivate Call Forwarding. Calls will continue to forward to the chosen number and bypass voicemail until Call Forwarding is deactivated.

To deactivate Call Forwarding:

Press *** 7 3** and wait for the deactivation confirmation tone.

Three-Way Call Transfer

To add a third party to an existing two-party call:

1. Press Flash or the switch hook. The initial call will be placed on hold and a dial tone will be heard.
2. Dial the number to be added to the conference, or the number to which you wish to transfer the call.
3. When the party answers, you may speak privately if desired. You may press Flash or the switch hook to complete the conferencing/transfer. The initiator of a three-way call may hang up without disconnecting the other parties.

   Note: For a 'blind' transfer, you may hang up once the dialed number begins ringing. If the switch hook or Flash button is pressed before step 2 is completed, you will be reconnected to the original caller.

Hunting – Sequential

When the main number is dialed, hunting will be invoked if a busy condition is present on the main number. The call will be delivered to the **first** idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Important reminders about Hunting:

The main number must be dialed, and hunting will only be invoked if the main number is busy.

Call Forward or Call Waiting on the main number will override hunting.

For all other hunt group lines, hunting supersedes all individual line functions. For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.

Hunting – Uniform Call Distribution

When the main number is dialed, the call will be delivered to the **most** idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Important reminders about Hunting:

Hunting will only be invoked if the main number is dialed.

Call Forward or Call Waiting on the main number will override hunting.

For all other hunt group lines, hunting supersedes all individual line functions. For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.

Hunting – Circular

Circular Hunting allows sharing of a group of lines by many individuals for incoming calls. When **any** number in the hunt group is dialed and a busy condition is present, **hunting will be invoked.** The call will be delivered to the next idle line found in the hunt group. If the number dialed is free, the call will terminate to that number. Some points to remember on circular hunting are as follows:

- **Any** number in the group may be dialed.
- Hunting will only be invoked if the number dialed is **busy**.
- If the line rings and the call is not answered, the hunt will go to the voicemail of the number dialed (if voicemail has been activated and CFNA/CFB are set appropriately).
- Call Forward or Call Waiting on the pilot number will override hunting. All lines in the circular hunt group act like a pilot so care should be used in combining these features with hunt group members.
- Hunting can be established between multiple eMTAs within the same location as long as it is within the same customer account.
- Each telephone number can be part of only one hunt group.
- Hunting will not be established between multiple locations, even those served by the same switch.

Circular Hunting and Call Forward Busy/Call Forward No Answer

Lines in a circular hunt group may be combined with Call Forward Busy (CFB) and/or Call Forward No Answer (CFNA). However, in doing so customers should be aware of two important rules:

- Hunting overrides Call Forward Busy & Call Forward No Answer
- Calls are directed by the settings of the **number dialed** after hunting has occurred.

If a line has voicemail on the line, it is recommended that both CFB and CFNA remain pointed to voicemail. If other configurations are established, a complete understanding of how the features will interact is essential.

Selective Call Forward (SCF)

Selective Call Forward checks all incoming calls against a list of up to 30 numbers. If a match occurs, the inbound call is forwarded to the number specified. Selective Call Forward can only be turned on/off through the Business Class Voice Manager portal. Also, the screening list must be built from the portal.

Selective Call Rejection (SCR)

Selective Call Rejection checks all incoming calls against a list of pre-determined numbers. If a match occurs, the caller will hear a message: “The party you are calling is not currently accepting calls.” Up to 30 numbers may be in the screening list. All functions for SCR are controlled by the Business Class Voice Manager Portal.

Call Forward No Answer (CFNA)

This feature allows you to forward incoming calls that are not answered within a specified number of rings to another number. This allows you to answer the phone when you are available. If you subscribe to voicemail, the target number for CFNA is set at install to the voicemail system access number. If you change it, voicemail will not receive calls.

Call Forward No Answer can only be managed via the portal. There is no TUI access.

Call Forward Busy

This feature allows user to forward incoming calls to another number when the line is busy. There is no reminder ring for this feature. If the customer is subscribed to voicemail, the feature will be 'on' at set up and will be pointed to the voicemail access number. If this is modified, voicemail will not receive calls.

Call Forward Busy cannot be setup or modified via TUI. All transactions must take place via the portal.

Verified Account Codes

Verified Account Codes allow you to assign calls to user projects, department, or other special accounts. An account code list is established using the portal and applies to all lines on the account with this feature.

1. Lift handset
2. Dial number to be called
3. When prompted by the stutter tone, enter the account code
4. Press # to indicate the account code entry is complete
5. The call is completed **if the code entered matches a code on the list**.

This feature will not work until the list has been established by the customer account administrator using the Voice Manager portal. For information on how to perform this function, please refer to the *Business Class Voice Manager Administrator Guide*, located on the Help tab of Voice Manager.

Non-Verified Account Codes

Codes are set by the user per telephone number and are from 1–9 digits (0–999999999).

To use Non-Verified Account Codes:

1. Dial number to be called.
2. When prompted by the stutter tone, enter the account code.
3. Press # to indicate the account code entry is complete. After code entry is completed, the system places the call.

Note: 911 calls will not require an account code. 411 and all other N11 calls will receive the account code prompt. To bypass the prompt without entering an account code, press #.

Enhanced 911 Service (E911)

With Enhanced 911 service, your complete address and phone number will automatically be displayed on the police dispatcher's screen.

Auto Attendant

There are just 4 simple steps needed for the first time set-up of Auto Attendant:

First, plan how the Auto Attendant should work. There is an Auto Attendant Planning Worksheet provided on the Voice Manager portal, located under the Help tab, to help you think through the options. The worksheet is also part of the Welcome Kit. Use of the worksheet is particularly important if two instances of Auto Attendant were purchased to ensure that the hand-off between the two instances is smooth for callers to the AA numbers.

The second step is to use Voice Manager to set-up the menu. Finally, the voicemail box for AA should be initialized and the greetings for both the general AA mailbox and the AA menu should be recorded. After everything is completed, a quick test call to ensure that it sounds as anticipated is recommended.

Note: A good practice is to set up (initialize) the AA mailbox following the instructions for regular voicemail. Once this is completed, unanswered call will be handled using this greeting until the full AA set-up is complete.

1. Initialize AA voicemail box
2. Complete planning worksheet (optional)
3. Log in to portal and configure AA menu and AA options
4. Use handset to record greetings
5. When satisfied with menu, turn AA to ON (using portal)
6. Make a test call from your handset (Call the AA number)
7. If the results are not the desired outcome, turn the AA off from the portal and repeat any of the above steps.

Business Groups

Business Groups are a set of features which allows a group of telephone numbers to share calls and specialized calling features. Business Groups include the following features:

- Extension Dialing
- Call Park/ Retrieve
- Directed Call Pick-Up
- Group Speed Dial
- Call Hold

Extension Dialing

Extension Dialing is the ability to dial any BCP telephone number in the Business Group (BG) with just the last 4 digits of the BCP telephone number.

Call Park and Retrieve

To park a call:

1. Press the Flash button or the switch hook and then dial *55
2. Dial the number of the line where the call should be “parked”
3. Or, simply press # to park the call against the current line.
4. A confirmation tone is provided when the call is parked.

To retrieve a parked call:

1. Lift handset and then dial *56
2. A secondary dial tone will be heard.
3. Dial the number on which the call is parked
4. The call is now connected.

Directed Call Pick Up

To pick up a ringing phone from the Business Group:

1. At the remote phone (i.e., not the ringing line), lift the handset.
2. Dial *58
3. When the recall dial tone is heard, dial the extension number of the ringing line.
4. The call is connected to the remote phone and the original line is free.

In the case where the line is answered or picked up by another member of the business group, a 'reorder tone' (fast busy) will be heard.

Group Speed Dial

To dial a number from the group speed dial list:

1. Lift the handset.
2. Press the 2 digit speed dial code followed by the # key.

The 2-digit numbers in the list may be from 20 – 49 depending on what the Account Administrator has established. A private Speed Dial list may also be established for any member of the business group. The Group Speed Dial list must be established using the Business Class Voice Manager portal.

Call Hold

To place a call while currently on the phone:

1. Press the Flash button or the switch hook and then dial *52.
2. Listen for the stutter dial tone.
3. Dial the number desired.
4. Conduct the new call.
5. Return to the previous call by pressing Flash or the switch hook and then *52.

To toggle between the two calls:

1. Press the Flash button or the switch hook and then dial *52.
2. If the BG user hangs up from the call while another is still in progress, the switch will ring back the user's line.
3. If unanswered within 6 rings, the held call will be disconnected.

Note: The caller on hold does not hear the ring back cycle.

Business Voicemail Instructions

Voicemail answers your calls when you are on the phone or cannot get to the phone. There are three products in the Business Class Phone voicemail portfolio to meet the varying needs of our customers. They are:

- Single Voicemail Box – one mailbox per BCP telephone number;
- Group Voicemail Box – up to 10 mailboxes per BCP telephone number; and
- Shared Voicemail Box – one mailbox for up to 5 BCP Telephone numbers.

The methods for retrieving voicemail messages, managing messages and other typical voicemail tasks are very similar for all mail box types. All message management plus several new voicemail features are available in the Voice Manager portal.

Retrieving Voicemail Messages (Single VM Box)

The following instructions will guide you through the process of retrieving your messages. You can retrieve messages from your Business Class Phone at the office or, while away from office, using any touch-tone phone.

At the Office Using Your Business Class Phone (All phones except Business Groups)

1. Lift the handset of any Business Class Phone.
2. Dial your voicemail access number (local access number) or your BCP telephone number or *98
3. The voicemail system will answer with a prompt to enter your PIN.
4. Enter your PIN followed by the pound (#) key.
6. The voicemail system will tell you how many new messages there are.
7. Press the '1' key to listen to voicemail messages.

At the Office Using Your Business Class Phone (Business Group Members)

1. Lift the handset of any Business Class Phone.
2. Dial your voicemail access number (local access number) or your 10-digit telephone number or ***28**
3. The voicemail system will answer with a prompt to enter your PIN.
4. Enter your PIN followed by the pound (#) key.
6. The voicemail system will tell you how many new messages there are.
7. Press the '1' key to listen to voicemail messages.

Away from the Office Using any Other Phone

1. Lift the handset of any touch-tone phone.
2. Dial your voicemail access number (local access number).
3. The voicemail system will answer with a prompt to enter your telephone number.
4. Enter your 10-digit telephone number and press the pound (#) key.
5. Enter your PIN followed by the pound (#) key.
6. The voicemail system will tell you how many new voicemail messages you have.
7. Press the '1' key to listen to your voicemail messages.

Use * 2 to move to the previous menu. This is important to know as voice announcements do not include this information.

Retrieving Messages for Shared Voicemail

At the Office Using Your Business Class Phone (Any phones except Business Group members)

1. Lift the handset of any Business Class Phone.
2. Dial your voicemail access number (local access number) or your BCP telephone number or *98[1]
3. The voicemail system will answer with a prompt to enter the PIN for the shared mailbox.
4. Enter your PIN followed by the pound (#) key.
6. The voicemail system will tell you how many new messages there are.
7. Press the '1' key to listen to voicemail messages.

Note: All messages left for any of the lines sharing the mailbox will be played during the session.

The PIN for a Shared Voicemail box is set by the "main" phone number during the mailbox initialization process. When calling Customer Service for a PIN re-set, the PIN will be re-set to the last 4 digits of the main phone number.

[1] If line is a Business Group member, the rapid access key sequence is *28 instead of *98.

Away from the Office Using any Other Phone

1. Lift the handset of any touch-tone phone.
2. Dial your access number (local access number).
3. The voicemail system will answer with a prompt to enter your telephone number.
4. Enter *any 10-digit telephone number which is a member of the shared mailbox* and press the pound (#) key.
5. Enter the PIN for the shared box followed by the pound (#) key.
6. The voicemail system will tell you how many new voicemail messages are in the mailbox.
7. Press the '1' key to listen to your voicemail messages.

Note: All messages left for any of the lines which share the mailbox will be played during the session.

Retrieving Messages from a Group Mailbox

At the Office Using the BCP Lines Associated with the Group Mailbox

1. Lift the handset of the Business Class Phone line.
2. Dial your voicemail access number (local access number) or the BCP telephone number or *98[2]
3. The system will begin playing a message about the possible sub-mailbox options
4. Select the mailbox that you want to access
5. The voicemail system will answer with a prompt to enter the PIN for the selected mailbox.
6. Enter your PIN followed by the pound (#) key.
7. The voicemail system will tell you how many new messages there are.
8. Press the '1' key to listen to voicemail messages.

Group Sub-mailbox Selection Greeting: The menu will play either the recorded names OR the number of the sub-mailbox when no recorded name has been established. The "primary" mailbox associated with the line is always mailbox 0.

[2] If line is a Business Group member, the rapid access key sequence is *28 instead of *98.

To Listen to Other Mailboxes on the BCP Line (At Office)

1. To go to another mailbox while still logged into the voicemail system, press *5
2. The system will ask for the mailbox, enter the 10-digit number for the next mailbox
3. When switching between group sub-mailboxes, the Sub-mailbox selection greeting will play again.
4. Enter the number for the Group sub-mailbox message you want to access.
5. Enter the PIN when prompted followed by the pound (#) key.
6. The voicemail system will tell you how many new messages there are in the box.
7. Press the '1' key to listen to voicemail messages.

Managing your Voicemail Messages

When you finish listening to your voicemail messages, there are a number of options available to manage your account. The following directions describe these options and guide you through the process of managing your voicemail as you desire.

At anytime during the message playback you can rewind, advance or pause the message as follows:

Command	Key to Press	Function
Rewind Message	7	Rewinds the message
Advance Message	9	Fast forwards current message
Pause Message	8	Pauses message

Saving a Voicemail Message

1. If you desire to save the message, press the pound (#) key immediately at the conclusion of the message playback.
2. The voicemail system will save the message and immediately begin playing the next message.

Replaying a Voicemail Message

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The voicemail system will replay the message.

Erasing a Voicemail Message

1. If you wish to erase a message, press the '3' key immediately at the conclusion
   of the message playback or at any time during playback.
2. The message has been erased.

Note: If you accidentally erase a voicemail message while using the handset, you can retrieve it but only during the same voicemail session. Calling back at a later time to "undelete" messages is not an option. **Messages cannot be retrieved after hitting delete from the portal – even within the same session.**

Retrieving Accidentally Erased Voicemail Messages (using telephone access)

1. If you have accidentally erased a voicemail message, go back to the deleted message by pressing *7 if still in playback.
2. From the main menu, press '1' to listen to your messages and advance to the erased message (use the # key to move thru the messages without re-listening.
3. After listening to the erased message, you can recover and save the message by pressing the pound (#) key.

Forwarding a Voicemail Message with a Personal Comment

1. If you desire to forward the message, press the '4' key immediately at the end of the message playback.
2. Enter the Time Warner Cable Business Class Phone or Residential Digital Phone number (all 10 digits) of the person to whom you wish to forward the message and then press the pound (#) key.
3. The voicemail system will confirm receipt of the Time Warner Cable phone number of the person to whom you are forwarding the voicemail message. Press the pound (#) key again.
4. If you desire to forward the voicemail with a personal comment, press the '1' key.
5. The voicemail system will prompt you to record your personal message. Record a message and press the pound (#) key.
6. Press the '1' key to forward the message.
7. Press the '1' key again to confirm that you want to forward the message with the standard delivery options.
8. Your message and personal comment have been forwarded.
   You can now manage the message as you like.

Forwarding a Voicemail Message Without a Personal Comment

1. To forward a message, press the '4' key immediately at the end of the message.
2. Enter the Time Warner Cable Business Class Phone or Residential Digital Phone number (all 10 digits) of the person to whom you are forwarding the message and then press the pound (#) key.
3. The voicemail system will confirm receipt of the Time Warner Cable phone number of the person to whom you are forwarding the voicemail message. Press the pound (#) key again.
4. Press the '2' key.
5. Press the '1' key to forward the message.
6. Press the '1' key again to confirm that you want to forward the voicemail message with the standard delivery options.
7. Your message has been forwarded. You can now manage the message as desired.

Marking a Voicemail Message as New

1. To mark a message as new, press the '6' key immediately after listening to the message.
2. The next time you access voicemail, the message will be retrieved as though it were a new message.

Rewinding a Voicemail Message

1. To rewind the message several seconds, press the '7' key at any time during message playback.
2. The message will rewind several seconds and begin playing again. Several presses of the '7' key will result in additional seconds of rewind.

Advancing a Voicemail Message

Once you have retrieved a message, you can advance the message several seconds.

1. Advance the message several seconds by pressing the '9' key at any time during playback.
2. The message will advance several seconds and begin playing again.

3. Several presses of the '9' key will result in additional seconds of advancement.

Other Voicemail Features

Pin Skip

PIN Skip gives you the ability to enter voicemail from your office phone without having to enter a PIN. It can be turned on or off via the telephone keypad or from the Business Class Portal. The default setting is OFF (which means that a PIN must be entered to retrieve voice messages.)

To Change Pin Skip Options:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter Login Option prompts.
4. Press **2** for Fast Login setup.

Note: Despite the name of this menu, it will include PIN Skip options.

5. Press **2** for PIN Skip options. You will then be told the current status of the PIN Skip option and will be asked whether you want to change that status. Follow the prompts.

PIN Resets/Changes

A PIN is needed to log into voicemail. You must know your current PIN to change it or you may call Customer Service for a PIN reset. When a PIN is reset, it will revert to the last 4 digits of your BCP telephone number. If the type of voicemail is Shared, the PIN re-set will use the last 4 digits of the main telephone number of the Shared Mailbox.

To Change PIN:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter Login Option prompts.
4. Press **1** to change your PIN.
5. Follow the prompts.

Initializing the Voicemail Account (1st Time Users)

When a new voicemail box is created, it will not immediately accept messages. Callers will hear a message that "You cannot leave a message at this time."

To initialize the mailbox, you must perform the First Time Login initialization from your Business Class Phone line. Follow the steps below to accomplish this:

1. From the BCP line, dial the BCP telephone number, the voicemail access number or *98.[3].
2. Press #, if prompted, to indicate you are dialing from your Business Class Phone.
3. If this is a Group Mailbox, the Group Sub-mailbox Selection message will play. Press the number of the sub-mailbox to be initialized.
4. Enter your default PIN for first time login when prompted. Your temporary PIN is the last 4 digits of your Business Class Phone number.
5. The voicemail system will ask you to select your language preference. For U.S. English, press 1. For Spanish, press 2.
6. The system will play the First Time Users greeting. The first task is to establish a new PIN. Pick a new PIN consisting of 4 digits which is easy to remember. You cannot use the last 4 digits of your telephone number. Nor will the system accept repetitive numbers (1111) or sequential numbers (1234).
7. Next, the system will ask you to record your name. If the mailbox will be used by multiple people, choose a name which represents all the individuals such as a department or group name.
8. The final step is to record a greeting for callers to hear. Record the greeting as prompted.

Important Notes for Group Mailbox Initialization

The Primary mailbox (sub mailbox 0) must be initialized first. After that, the sub-mailboxes may be initialized in any order. Number of rings is shared with all sub-mailboxes because it is driven by the selection on the incoming telephone lines.

[3] For Business Group lines, the rapid access code is *28 (instead of *98).

Every other attribute for the sub-mailbox is set independently. The MWI will be set only on the primary line but there is no indication of what sub-mailbox contains the message.

Important Notes on Shared Voicemail boxes

The primary line of the Shared voicemail box has to be initialized first. This process all sets the shared PIN for the mailbox. The other lines in the mailbox also need to follow the first time user initialization process using the shared PIN. Greetings for a shared mailbox are unique for each line. All other options on the mailbox are shared (e-mail notification, numbers of rings, PIN Skip). MWI will light for all phones when a message is left in the mailbox.

Distribution Lists

This section pertains to creating and editing distribution lists. The table below lists the distribution list options. Following the table are the instructions for performing any of the actions listed in the table.

Desired Action	Number to Press	Result
Edit and Existing List	1	This will prompt you to edit an existing list.
Create a New List	2	Prompts you to create a new list. This includes selecting a number associated with the list, i.e., list 1, 2, 3, 4, etc. to which you then add phone numbers.
Hear Existing List	3	Will allow you to hear the entries in a given list and to edit that list. Each time you hear the name of a list and are asked if you want to work with that list. If you choose yes you can edit the list. If you choose no, the next list is named and you are asked if you want to edit that list. This process repeats itself until you are at the end of your lists.

Edit an Existing Distribution List

1. Enter voicemail system.
2. Press **4** to change mailbox settings; this includes Distribution Lists.
3. Press **1** to work with distribution lists.

4. Press **1** again to work with an existing list. You will be prompted to enter the number of the distribution list you want to work with and press the # key.

5. If you have not yet created a list, you will be asked to create one at this time.

6. Press the number of the option you desire and follow the prompts

Table of Actions for a Specific List

Action	Number to Press
Add entry	1
Remove entry	2
Delete list	3
Hear entries	4
Name list	5
Get next list	#

Create a New Distribution List:

1. Enter voicemail system.

2. Press **4** to access mailbox administration prompts.

3. Press **1** for distribution lists.

4. Press **2** to enter new list prompts. You will be prompted to enter the number of the distribution list you want to create and to press the # key.

5. Follow the prompts.

6. Press a number depending upon the action you wish to take.

Hear Existing List:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **1** to enter Distribution Lists.
4. Press **3** to hear existing lists and follow the prompts.
5. You will be asked if you want to work with the list and will be prompted to press 1 for Yes, and 2 for No. Follow the prompts.

Voicemail Greetings

There are various types of greetings which you can employ. When initializing the voicemail box for the first time, the All Calls greeting is established. This is required for the mailbox to receive messages. However, other options are very useful as well. One of the most useful is the After Hours Greeting. You can set standard business hours and record a greeting which always plays during the “after hours” period. This is particularly useful for doctors’ offices, clinics, and other types of facilities where an alternative or emergency number is given to callers. The chart below lists the various types of greetings you can record. All of them are accessible from the Administer Greetings menu (3 from the main menu).

Greeting to Administer	Number to Press	Notes
All-calls	1	Use this to set your personal greeting for all calls. You can hear, re-record, use, stop using or erase this greeting by following the prompts.
No-answer	2	Use this greeting when you cannot answer a call because you are on another line, or away from your desk, etc. You can hear, re-record, use, stop using, or erase this greeting by following the prompts
Busy	3	This is the greeting played when your line is busy. You can hear, re-record, use, stop using, or erase this greeting by following the prompts
Out-of-Hours	4	This is the greeting played when your business is closed. You can hear, re-record, use, stop using, or erase this greeting by following the prompts
Extended Absence (Listen-Only)	5	You can hear, re-record, use, stop using, or erase this greeting by following the prompts. If this greeting is in use, no messages can be left by an incoming caller. Therefore, it is important to cancel this greeting when user returns from an extended absence. Some useful applications of this greeting type include providing directions, hours, inclement weather notices and/or other static information which a company wishes to store with their end users.
Record Name	6	Use this option to record your name for the automated greeting.

Setting Business Hours

To establish Business Time for the Out of Hours greeting, the days/hours must be set using the TUI. The steps to do this are as follows:

1. Access voicemail by pressing *98, dialing the voicemail access number of dialing the Business Class Phone number. Enter PIN when prompted.

2. Press 4 to access the Mailbox Administration menu

3. Press 6 to enter the Business Hours set-up

4. Press 1 to set Business Days; Press 2 to set Business Hours. To use a standard schedule of Monday – Friday 8 a.m. – 5 p.m., press *3.

Request for Seasonal Service: Although Time Warner Cable does not currently offer seasonal service, if you wish to keep your telephone number(s) you can request outbound call restrictions be enabled to protect your financial interests. The call restriction, combined with a VM extended absence greeting, provides a seasonal-like solution for you. The telephone numbers and service are maintained so no price adjustments will be made. Service can be restored to full capability at any time.

Business Voicemail Access Number
1 – 000 – 000 – 0000
[Customizable]

Time Warner Cable Business Class
123 Any Street
Suite 123
Anytown, US, 12345
555-555-5555
555-555-5555
www.sampleco.com
[Customizable]